

# NEWSLINE

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REGIONAL CHAMBER OF COMMERCE



November 2019

## Global Industry-Leader Townsend Leather Stitches Past Into Future

By Jessica Ford  
Newsline Editor

For Townsend Leather Co., Inc. in Johnstown, a focus on “leather, luxury and design,” gives the 50-year old family company the ability to count VIPs, heads-of-state and elite “who’s who’s” among their loyal customers.

Setting the corporation’s sights unflinchingly toward the best of the best, today’s third generation Townsend leaders keep a weather-eye on trends in industry and design, but rely on knowledge from the past to push the company’s growth and evolution.

Townsend, the company founded in 1969 by Albert “Red” Kucel, along with his wife Dorothy and their children, can boast today that it is the center of the universe for ultra high-quality finished leather. Their products are the choice of designers for a wide range of residential, hospitality/hotel and corporate applications including jet interiors, as well as for luxury



**Townsend President Jared Eckler, center, speaks to the company at an outdoor celebration in honor of the organization's Top Work Place win and other successes.**

motor coaches, show cars and yachts. More than 1,000 colors, textures, and qualities are available, and more innovations are made each year.

Amongst their competition, Townsend is one of the few that manages the manufacturing process from beginning to end. Their website, [www.TownsendLeather.com](http://www.TownsendLeather.com), explains, “Our trained professionals are experts at understanding the many nuances of leather. We manage the entire

process from start to finish, from your initial consultation to determine the best approach to your project right through dyeing and pattern making, cutting and finishing, to final delivery of your leather.”

Recent high-profile projects include upholstery leather throughout several hotels and restaurants around the world, including furniture and embossed leather floor tiles for the Burj Al Arab Hotel in Dubai, where rooms in the sail-shaped structure can go from \$1,800 to \$24,000 per night. Townsend’s leather can be seen in the Jean-Georges Steakhouse in the Aria Resort & Casino in Las Vegas; Encore Hotel in Las Vegas; Atlantis, Bahamas; Beau Rivage in Biloxi, MS; and a Dr. Pepper-themed lounge in

**See Townsend,  
on page 4**



**“The Stitch,” Townsend Leather’s newly refurbished site on Grove Street in Johnstown, combines modern industrial design with details that reference the 120-year old building’s past as a knitting mill.**  
*Photo by Jessica Ford.*



**Townsend Leather is the highlight of luxury finishings on this private jet designed by Studio E/Motions for a Swiss aircraft. It utilizes a variety of the company’s leathers, with pearlescent Taj Cowhide as a dominant feature.**

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## Letter from the President

We all know of the tremendous challenges facing us when trying to operate or manage a business in New York State, particularly upstate.

I have written on many occasions of the impact of high taxes and onerous regulations on our businesses and communities, and how it has made it very difficult to profitably operate any type organization and stymies the ability to grow your business.

We most often blame the politicians and other regulators for all the problems facing us, and why not? After all, they are ultimately the final decision-makers when it comes to legislation. I get calls regularly from irate members complaining about these types of issues, and you should call, because we are their number one advocate when it comes to fighting on your behalf, whether it be locally, in Albany or Washington, and we do follow through with action.

When we reach out to our representatives, we are speaking for hundreds of business owners, and ultimately thousands of their employees. We are persistent and speak strongly on the issues brought forth. But to increase our chances of success, we need you. It is very helpful when you express your viewpoint, and voice your opinions individually, because an army can be more impactful than a single voice.

On Thursday, November 14 we will hold our third annual Legislative Breakfast at the Hales Mills Country Club in Johnstown where we will be hosting our state legislators from the two-county region. This is an ideal opportunity to ask questions of our representatives while listening to their thoughts regarding the upcoming year. Please consider attending so we can then show how concerned we are for the well-being of our communities, region and our businesses.

Remember what I said earlier – in numbers there is power.

If you have any questions, please feel free to contact me personally at (518) 725-0641, or email me at [president@fultonmontgomeryny.org](mailto:president@fultonmontgomeryny.org)



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# New Construction at Nathan Littauer Main Campus Underway

Outside framing of Nathan Littauer Hospital & Nursing Home's new medical arts building is nearly complete.



Outside framing of Nathan Littauer Hospital & Nursing Home's new medical arts building is nearly complete.

MLB Construction Services, LLC has partnered with Littauer to construct the building. The structure will feature a total of 18 exam rooms, two consulting rooms, and 12 provider offices. The two-floored building will have 11,500 square feet of space, with room for patient care, and offers a special design intended to improve communication between providers and support staff.

"After building into our communities, we really studied our own campus needs," said Laurence E. Kelly, President and CEO of Nathan Littauer Hospital & Nursing Home. "This new Medical Arts building will be a great addition and will allow us to expand our health care services."

"Space was premium as we began to grow," said Michael Ostrander, Vice President and Chief Financial Officer

of Littauer. "This expansion felt natural as a next step for us."

The Medical Arts Building is being constructed on the east side of Littauer's Emergency Room. The walking track is still functional during construction, and the new structure does not interfere with its path. The east parking lot is available, but cannot be reached from the main entrance due to construction. The alternative route to reach the east parking lot can be accessed by Easterly Street. There is ample parking space for patients, employees, and staff.

"The construction is a very detailed process," according to Robert Britton, Littauer's Director of Engineering Services. "However, we're on schedule and the building will be completed in April 2020. We're working on getting the structure enclosed for the winter, so that we may work on the interior during that time."

## Mackey joins Junell Realty

After more than 50 years as a regional realtor and broker based in Gloversville, Virginia M. Mackey will transition her business into Junell Realty, LLC, and become an associate broker in the organization.

Virginia M. Mackey Real Estate, LLC, and Junell Pasquarelli, broker, of Junell Realty, LLC announced the organizational and structural change that they said, "will continue to accelerate the growth of business and support quality and efficiency for our customers and clients." Junell Realty's footprint includes Montgomery, Fulton, Saratoga, Schenectady, Schoharie, Albany and Rensselaer counties.



Virginia M. Mackey, left, and Junell Pasquarelli, shake hands on their new organization, which will transition Virginia M. Mackey Real Estate, LLC, into Junell Realty, LLC and bring Mackey into Junell Realty, as an associate broker.

A release said, "With both Virginia and June being multi-million dollar producers, along with Virginia's 50-years experience, and Junell's vibrant energy – they plan to offer all the services needed to list and sell with superior customer service."

The pair's coverage for multiple counties in the region is far-reaching. They and their team "have the knowledge and experience to do the job right," for all types of real estate including residential, area lake sites, multi-units, vacant land, and commercial.

Mackey is a graduate of the Realtors Institute (GRI) and is a Certified Residential Specialist, and is also certified as a residential appraiser.

Mackey's Gloversville office at 226 E. Fulton St., Gloversville, will become a branch of Junell Realty. To reach the Gloversville branch, customers may call (518) 725-5040. Pasquarelli may be reached via phone at (518) 588-5141, and Mackey may be reached via phone at (518) 221-4340, or visit the company's website at JunellRealty.com

## Upstate Coffee Roasters is New Brand for Locally-Roasted Joe



Upstate Coffee Roasters, housed at the Mohawk Harvest Cooperative Market, at 30 N Main St. in Gloversville, recently held a brand launch at the market. Inspired by the Adirondacks and Upstate New York's natural beauty, Upstate Coffee now has a signature look to pair with its signature taste, quality, and finish.

The coffee, roasted on location at the Co-op by Kevin Chamberlain, is fair-trade and organic, with several different roasts from light to dark. "Community Driven – Local – Always Fresh." Mohawk Harvest serves it in every handmade coffee creation, as well as at a self-serve station. Visit [www.mohawkharvest.org](http://www.mohawkharvest.org) for hours.





## Townsend, continued from page 1

Texas Stadium, to name a few.

Luxury and VIP aircraft upholstery projects feature seat coverings in custom embossed patterns and colors for private jets, luxury aircraft, and private helicopters.

Locally, residents can see Townsend Leather used at popular restaurants including Sam's Seafood Steakhouse and Holiday Inn in Johnstown; Dick & Peg's Northward Inn and House of Pizza (vinyl) in Gloversville; and Salt & Char in Saratoga Springs.

### History

Townsend began as Crescent Finishing, when Albert "Red" Kucel worked to provide contract finishing of Argentine crust leathers for the garment industry, filling a need for high-volume, with lower quality and costs.

The company expanded to offer tanning and coloring in the 1970s, along with the finishing of all types of leathers. High volume in limited colors was the business model.

The 1980s decade was full of change, as "Red" was killed in a tragic equine accident, and

his son Terry Kucel stepped in as president, with his wife Barbara at his side. For a brief period in the 1980s, the company operated as Tiffany Leather, until the jeweler Tiffany & Co. took umbrage to Kucel using the name.

Townsend is a play on the words "town's end," because the tannery was at the end of the town of Johnstown, and also is in the center of the Glove Cities.

The 80s also saw the out-migration of the garment business to Asia, and the company's main market moved to the shoe industry. The company also exited the tanning business to focus on contract finishing, and entered the home furnishings and architecture/design markets. The late 1980s also marked the beginning of Townsend's work with the aviation market.

In the 1990s, the focus turned toward niche markets, and a shift to small volume, high quality, higher-priced manufacturing. The promise of work in the corporate aircraft market resulted in Townsend

partnerships with Gulfstream, Cessna and Learjet.

### Strategy

Today's iteration of Townsend began to take shape in the 2000s, when the corporation went global — diversifying markets and product lines, and adding an international sales force. Hundreds of new product lines were created, in a wide range of looks, finishes and textures. Capabilities for creating custom embossing plates were highlighted, with additional technologies that allow the company to truly bring any designer's vision to life.

In 2006, Townsend began to offer the added service of cutting the leather to their client's specifications.

At this time, the third generation of Kucel family members began to transition into leadership roles, after Barbara's retirement in 2004, and Terry's in 2010.

By 2012, under the third generation, Townsend received its AS9100 certification, which proves that their products provide consistency according to international standards, and conform to specific regulatory, safety and reliability requirements demanded by the aerospace sector.

Current strategy is about maintaining the lead in a very specific market. Tim Beckett, Senior Vice President, said, "We are lucky to be in a niche industry with a focus on quality. Our customers are building big, beautiful things, so it's not about price necessarily, they care about quality and also work with us because of our reputation, collaboration, and desire to keep raising the bar for quality and creativity." He noted that Townsend's 27-year relationship with Cessna illustrates how these concepts inspire customer loyalty.

Sales are split almost evenly, with 50 percent in Canada and other international markets, and 50 percent in the United States. All of Townsend's manufacturing is done in Johnstown, but domestic and international sales teams travel to work with clients.

Tricia Martin, Senior Vice President of Customer Service, said the sales and leadership teams are on 24 hours per day, due to the glob-



**Townsend Leather graces the 5-star Threadneedles Hotel in London, with custom-tipped hand-painted hides, crafted by their expert Tipping Team, made to mimic an Eclipse Artwork that was also featured in the Hotel. These were used on headboards in VIP suites and completed in time to be on display during the 2012 Summer Olympics.**

al nature of today's business. They utilize internet and social media for promotion and communication as well.

Jared Eckler, President, said relationship building is one of the company's biggest focuses. Representatives keep in close contact with design teams all around the world, and some actually have complete libraries of Townsend Leather samples on hand so that they can show the products to their design clients. New colors and textures are strategically unveiled as "collections," to keep customers coming back for more.

Eckler explained that being able to control their processes from consultation phase through finishing sets Townsend apart from competitors. "We control quality & finishing. We are manufacturer and marketer of our own lines, and manage all of the colors, patterns and collections." He estimated that Townsend has more patterns for customers to choose from than any other finisher.

The firm continues to grow with their customers, to meet trends and demands, and they regularly invest in state-of-the-art machinery to enhance their traditional craftsmanship. For example, newly purchased equipment allows the ability to create custom quilted patterns for upholstery, aircraft seats, headboards and other uses. They added digitally-printed leather as a new service recently, and work with a firm in Amsterdam to print

images in full-color on the finished leather surfaces.

Although many of their customers are in the United States, global and national economic and political conditions do affect business. Politics, the economy and trade issues can have an impact, as even Townsend's state-side customers often have international customers they are serving.

Martin added that uncertainty created by political and trade tensions between the U.S. and other countries can hinder their sales team's ability to get introductory meetings with potential new international customers.

Townsend has adapted well, however. The years 2018 and 2019 have been two of the best in the company's history. They are poised for another great year in 2020, as business aviation clients prepare to design and build new planes.

Eckler said that because 70-80 percent of Townsend's work is tied to the business aviation market, the challenge is to be at the ready, while waiting for the customer to give the go-ahead. Currently, he said, "We have raw material set for a big year," and is hopeful that aviation customers move forward with their stated plans in the coming months, which would result in another great year for sales.

### Today's Leaders

Today's Townsend lead-

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## Leather, continued from page 4

ers are third-generation, and many of them are Kucel family members. The group includes Gen-X-ers and a few millennials, who look toward the future, but are outwardly expressive of their gratitude for those who came before them. They state that the foundation they now stand on was built through decades of evolution, and they readily and often access the vast amount of expertise being passed through each generation.

Because Townsend maintains 50 years of institutional knowledge within its walls, the leaders are taking advantage of the opportunity to conjure their dream organization — a place where they can hire the best people, who can then feel free to create, innovate, and contribute to the success of the corporation.

The senior leadership team includes Jared Eckler, President, who focuses on production, culture, people and raw materials, as well as customer relations; Sarah Eckler, Jared's wife and the oldest daughter of Barbara and Terry Kucel, who leads Sales and Marketing; Tricia Martin, second daughter of Barbara and Terry Kucel, who leads the Customer Service team and chairs HR and Administration; Tim Beckett, Senior Vice President, who focuses on Business Development, IT and Accounting; and Pamela Goldswor HR Director/Talent Manager.

Several additional Kucel family members hold key positions in the company. Shawn Czadzeck, a member of the marketing team, is married to Amy Czadzeck, Barbara and Terry Kucel's third daughter, who is not directly involved in the business. Alison Martin is part of the Marketing & Sales team; Eric Martin is Director of Production; Jill Santiago is in the Customer Service Department; Kevin Kucel, Terry Kucel's youngest brother, is Director of Sales; AJ Kucel, Kevin Kucel's son, is also in sales. Megan Kucel is on the marketing team; Dave Kucel serves as Production Lead, while Joe Paciolla manages graphic design, and Linette Paciolla is on the Customer Service team.

### Partner Relations

"Partners," the moniker used at Townsend for employees, suppliers and customers, are one of the cornerstones of Townsend's public messaging, especially near home-base Johnstown. The 166 employee partners seem to embrace the joy as much as those in leadership and ownership.

Recruiting messages imply that if you get to work at Townsend, you are one of the lucky ones. A rotating sign outside the Townsend Avenue site often asks for "inspired," or "awesome" individuals to apply, and the tagline #jobjackpot has been used to attract new partners.

There are company events to celebrate each important milestone, and some just to have a bunch of fun. The team, including the president, can wear tee shirts and colorful sneakers and jeans to work, and they do.

BUT, the fun doesn't hinder progress. They also like to "GET S\*\*T DONE." (This is an official theme. It is written



A billboard created by Townsend Leather's leadership team congratulates the company's employee "partners" for being honored as one of the *Times Union's* Top Work Places of 2018, and the *Albany Business Review's* Best Places to Work for 2017.

— on a sign — hung among others right on the outside of their Townsend Avenue building).

Eckler said, in the beginning, "The people who come to this company don't know anything about leather." Rather, they search for candidates with great energy, attitude and skills, and then teach them the specifics of the leather industry. Each new employee is encouraged to learn as much as they can about the processes and culture, and then determine for themselves where their interests lie within the company. The title of

the available jobs page online is, "Careers Handcrafted With Passion."


Townsend's Mission Statement reflects this: "Townsend Leather is a company of specialized craftspeople, in partnership with customers, suppliers, and other fellow partners dedicated to producing and marketing superior quality products and services to ensure the success and fulfillment of all partners."

The published values include: Teamwork / Communication / Initiative /

Flexibility / Grit / Learn / Care / Ownership. These traits and behaviors are seen as essential to achieving the mission.

Working within this mission/values framework seems to have paid off, as Townsend Leather for several years running has been named both Top Work Place by the *Albany Times Union* and a Best Place To Work by the *Albany Business Review*. In

**See Values,  
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## Values, continued from page 5

2019, they were recognized as THE Top Place to Work of all mid-size companies by the *Business Review*. Eckler was recognized individually as a top young executive (40 under 40) in 2015 by the *Albany Business Review*, and specifically for his leadership in 2019 by *Albany Times Union*.

When asked why Townsend has been recognized so many times for these awards, Goldswor, said, "If you were to ask any of the partners, we try to emphasize that they are open to be themselves; that this is a safe and trusted place to be; that they can solve problems; and be the great person they are." She said, "We live our values and go back to them often."

Creating a link from the past to the future is a central theme in employee relations. The company recently lost a beloved member of the family, Louise Kucel, Terry Kucel's sister, who led the shipping team and was part of Townsend for 35 years. Her untimely death came just a few weeks before she was set to retire.

Eckler said his challenge was to properly eulogize Louise, who they lovingly called "Sarge" for her take-charge, tell-it-like-it-is attitude. He said he wanted to express the loss for those who have been with Townsend for "40 years" — while sharing her story for those who have been with Townsend for "40 days."

Beckett said, "That's every day here," explaining the efforts to thread the mission and history throughout, and allow staff members to experience a workplace where they can be "open, honest, and themselves."

Martin said, "It's about the happiness and fulfillment of all of our stakeholders — suppliers, vendors and partners. We want them all to feel the partnership."

Eckler added that this goes all the way back to the early days of the company, and the concept to always strive for better, and look for ways to improve. "It's who we are as a culture, and who we are as people," he said.

### Local Commitment

It's well established that

the Fulton and Montgomery counties region is classified demographically as a rural area with a higher than average percentage of economically disadvantaged and aging residents. Some use statistics like these as an excuse to make disparaging remarks about the place they live, but at Townsend, this young group of leaders are calling these people out, saying there is no special "trick" to becoming successful in business here.

Goldswor said local school districts have reached out to Townsend, to learn about the culture and how they may assimilate themselves. Townsend is also working with the Fulton Montgomery Regional Chamber's Business Education Partnership program to share their business practices, inspire kids and help to teach them how to succeed.

The team believes that change can come through encouraging a shift in perception, as Townsend is just one of several multi-million dollar businesses headquartered in this area. "In Fulton & Montgomery counties, you succeed in business the same

way as anywhere else in the world," Beckett said. "But, BE POSITIVE." Each member of the team nodded in agreement, as he added, "We have to start telling people, this is just as good as any other place, we look for and highlight the positive and unique, while helping to enhance it for the future."

As a company, Townsend not only talks this talk, they have invested hundreds of thousands of dollars into making the community more beautiful. In the late 1990s Townsend volunteers oversaw the improvement and restoration of "Partner's Park," on E. State Street, in Johnstown, and to this day put in hours raking, weeding and planting for the continued enjoyment of city residents.

In 2018, Gloversville Mayor Dayton King presented a key to the city to Terry Kucel for his efforts leading a restoration project at Wandel Park. Townsend Leather funded the roughly \$75,000 renovation project.

The 128,000 square feet of space already utilized by the company in three buildings on Townsend Avenue, is complemented by the recent

opening of a 62,000 square feet building on Grove Street in Johnstown. Called "The Stitch," the project was a labor of love that involved refurbishing a 1900s knitting mill. The renovation took the brick structure down to the exterior walls, and then was finished with a mix of industrial and steampunk-style fixtures, and exterior lighting that highlights the structure's beauty. A meeting room on the second floor contains a table compiled from flooring found in the building, as well as old wooden drums used in the production of leather, and photos of the company's history.

Eckler said, "It isn't anything new — us reinvesting in Johnstown. In 2004, we restored two new buildings here. For this project, we could have built a new building, but refurbishing old buildings adds new life while erasing an eyesore, making us a better community neighbor."

Martin added that by creating such a carefully thought-out location that pays homage to the city's industrial past, Townsend hopes to spark others to follow suit. "It's the small things, that can end up making big change," she said.


Chamber President Mark Kilmer lauded the work of Townsend, saying that the company's investment in the community is commendable. "Townsend Leather has been a great community partner, and has set an excellent example for other businesses. They are showing how revitalization can happen. We need more of this type of re-use, rehab and re-purpose investment in our older buildings."

The team at Townsend is committed to moving forward, expanding and innovating for the benefit of the fourth generation someday, as well as the region they call "home."

There is still space available in "The Stitch," and Townsend is hoping to rent to some unique businesses that might complement the company culture, and also add to the climate of Johnstown as a city poised for revitalization.

Giving away his youthful, and forward-thinking sensibility, Beckett said with a chuckle, "Maybe a craft brewery?"

Everyone at the board table agreed.



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## Health Insurance News

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November is the annual Open Enrollment for the Fulton Montgomery Regional Chamber of Commerce's health insurance program through Bouche & Clarke Benefits, Inc.

Two special Open Enrollment events will be hosted by Bouche & Clarke at the Gloversville and Amsterdam Chamber offices, both on Nov. 5. The first will be from 9-11 a.m. at the Chamber's 2 N. Main St., Gloversville, office; and the second will be at the Chamber's Amsterdam office at 1166 Riverfront Center, from noon to 2 p.m.

Chamber members who would like to make changes to their plans, or those interested in learning more about the insurance plans, are welcome to attend. Representatives from Blue Shield, CDPHP and MVP will also be available.

November enrollment will allow for January 1st coverage for all health insurance products. The Chamber offers a variety of plan options to the members for employers with paid employees (Small Group) and those without paid employees (Individuals) through Capital District Physicians' Health Plan, MVP Health Care and Blue Shield of Northeastern New York. They have the option to choose the level of coverage (platinum, gold, silver

or bronze) with a wide range of deductibles and co-pays that best suit their need and level of comfort.

Ancillary products, dental and vision coverage, are options with The Guardian Dental and Empire Blue Vision.

### Current Benefits Available

- 2020 Blue Shield Small Group Plans
- 2020 CDPHP Small Group Plans
- 2020 MVP Small Group Plans
- 2020 MVP Individual Plans
- Empire Vision Benefits Outline Plan Renewals July 1, 2019

At Bouche & Clarke Benefits, Inc, we are committed to delivering premium products and top-flight service to help enhance Fulton Montgomery Regional Chamber of Commerce's value to their members. Whether it is developing plans for the Chamber Members or servicing their employee's needs, we will go the extra mile to ensure all is done accurately and efficiently. Each member will think of Bouche & Clarke Benefits, Inc. as its designated Human Resources Department.

We are your new employee! Let us help. Our job is to free up your time and take benefits administration off your plate.

# Open Enrollment is Now for Chamber Insurance Products

November is the annual Open Enrollment for January 1st coverage for all products except Empire Blue Vision. (Empire has an annual Open Enrollment in May for July 1st coverage)

A second, more limited Open Enrollment is available to the membership for Guardian Dental coverage and Small Group medical coverage in May for July 1st coverage with both CDPHP and MVP Health Care.

Bouche & Clarke Benefits, Inc. has provider applications and directories on hand. Please request a form here or send an email to [chamberforms@bouche.com](mailto:chamberforms@bouche.com); we look forward to taking the hassle out of benefits for our Chamber members.

In addition to Chamber-Specific Health and Dental plans, we offer a host of other benefit plans that allow small, medium and large companies to compete for quality employees. Our goal is to customize plans wherever possible to ensure that Chambers are offering the most value. Chamber Members are using cost-effective plans and employees and their families are well protected.

For more information, contact the Chamber at (518) 725-0641, or Bouche & Clarke's Amsterdam office, (518) 272-0024.

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# Chamber's Legislative Breakfast Event to Feature NYS Lawmakers

Members of the business community and the public are invited to hear firsthand from New York State lawmakers about current issues and initiatives for the future, during the annual Fulton Montgomery Chamber of Commerce Legislative Breakfast, set for Nov. 14 in Johnstown.

This popular event will feature Senator Jim Tedisco, Assemblyman Robert Smullen, and Doug Breakell, Chief of Staff to Senator George A. Amedore, Jr., and is planned as "an opportunity to meet decision makers face-to-face and gain insight into their viewpoints on the issues affecting business today."

The Chamber's Governmental Affairs Committee is host of the event, at Hales Mills Country Club, 146 Steele Road, Johnstown. The morning begins with registration at 7:30 a.m. and program and breakfast at 8 a.m. Cost is \$25 for Chamber Members, and \$30 for Future Members.

Each of the featured legis-



**NYS Senator  
Jim Tedisco**



**NYS Assemblyman  
Robert Smullen**



**Doug Breakell,  
Chief of Staff to NYS Senator  
George A. Amedore, Jr.**

lators has been active throughout the year, and will speak to the challenges they have faced, and successes they have achieved.

Senator Tedisco has been in the spotlight recently, leading the fight against the Governor's plan to charge motorists for new license plates, and also advocating to keep proposed legislation at the forefront of lawmakers' minds in the wake of the report published by the National Traffic Safety Board on the Schoharie

Limo Tragedy.

In June, Senator Amedore announced the Senate passage of legislation to increase limo safety. On Passage of 2019-20 New York State Budget in April, he said the plan did nothing to make New York more affordable, and bristled

against what he called the shift of costs and burdens to local governments.

Assemblyman Smullen has stated his commitment to focus on important economic development issues, and recently participated in a joint

Senate and Assembly hearing on the status of rural broadband service in New York state. He spoke out against a bill that the Assembly Transportation Committee voted in favor of, that allows undocumented immigrants to obtain official driver's licenses in New York.

Chamber President Mark Kilmer said the breakfast is "always an interesting and informative event, where we can hear about pending laws, current legislation, and the nature of politics in Albany. It gives attendees the chance to see several legislators all in one room, discussing the most pressing issues that affect business in our area."

To register for the Legislative Breakfast, contact the Chamber at (518) 725-0641, or email Nicole Tennant at [info@fultonmontgomeryny.org](mailto:info@fultonmontgomeryny.org).



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## 2019 LEGISLATIVE BREAKFAST

PRESENTED BY THE FM CHAMBER'S GOVERNMENTAL AFFAIRS COMMITTEE

**Thursday, November 14<sup>th</sup> • 8:00am**  
at



146 STEELE ROAD,  
JOHNSTOWN

**\$25 for Members, \$30 for Future Members 7:30am Registration**

*Join the Fulton Montgomery Regional Chamber for a chance to hear firsthand from your state legislators on issues and initiatives for 2019 and beyond. This is an opportunity to meet decision makers face-to-face and gain insight into their viewpoints on the issues affecting business today.*



N.Y.S. Senator  
James Tedisco



N.Y.S. Assemblyman  
Robert Smullen



Chief of Staff to Senator  
George Amedore,  
Doug Breakell

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at [info@fultonmontgomeryny.org](mailto:info@fultonmontgomeryny.org)





## Nigra Center Asks For Programming Input

The Paul Nigra Center for Creative Arts in Gloversville, is looking for community input as it puts together its programming schedule for 2020, and encourages area residents to fill out an online survey about its programs at [www.surveymonkey.com/r/JQZNX85](http://www.surveymonkey.com/r/JQZNX85).

The survey is also available online on the Nigra Arts Center website at [www.pncreativeartscenter.org/news](http://www.pncreativeartscenter.org/news). The Nigra Arts Center, located at 2736 State Highway 30, is a year-round arts center, open to the public, which houses premium art venues, hosts family events, and provides educational opportunities for persons of all ages and levels of ability.

The Nigra Arts Center offers about 50 classes and workshops each month, Monday through Saturday. The survey asks for opinions on class subjects/themes and times/days classes are offered, to help the Center explore new options for programming and classes, to understand the needs and wants of the community, and to better serve the region.

"We need insight and input from the community so we can continue to offer interesting and appealing programming for everyone," said Terry Swierzowski, Director of the Nigra Arts Center. "This survey is one way that we can work together with our communities to help support a vibrant arts center for our region and beyond."

The survey will only take 3-5 minutes to complete. Paper copies of the survey are also available at the Nigra Arts Center, open Monday through Friday from 8 a.m. to 6 p.m. and Saturdays from 9 a.m. to noon. The survey will be open until Nov 15.

For more information, please visit the Nigra Arts Center online at [www.pncreativeartscenter.org](http://www.pncreativeartscenter.org) or its Facebook page at [facebook.com/NigraArtsCenter/](https://facebook.com/NigraArtsCenter/), or call (518) 661-9932.

## Planning, Vision Rewarded With Honor For Amsterdam Overlook



A local designation ceremony honoring the Mohawk Valley Gateway Overlook as a 2019 American Planning Association Great Place in America was held in Amsterdam in October. Shown are Amsterdam Mayor Michael Villa; County Senior Planner Amanda Bearcroft, Director of Community & Economic Development; and Assemblyman Angelo Santabarbara.

The city's Facebook page explained, "The

MVGO received the designation of Great Public Space through the flagship program of APA that celebrates places of exemplary character, quality, and planning. Places are selected annually and represent the gold standard in terms of having a true sense of place, cultural and historic interest, community involvement, and a vision for tomorrow, and most importantly, a legacy of planning."

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## Fall Apple Picking, Pie Making Keep Wilkinson Residents Active

Members of the St. Mary's Wilkinson Residential Health Care Facility family went apple picking at Sand Flats Orchard in Fonda, this fall. Shown are Wilkinson resident Gladys Hasbrouck and associate Tracy Russell. The residents bundled up and accepted the challenge of picking a variety of apples that they would use to make pies. They enjoyed reaching for, twisting and pulling the apples and placing them in their bags. After apple picking the residents had the opportunity to enjoy other aspects of the Orchard like a colorful hay wagon display, chrysanthemums, pumpkins and visiting school children running around with the farm kittens. The residents ate fresh, scrumptious cider donuts and had apple cider. Later that day at Wilkinson, many residents joined in the fun of helping to prepare apple pies. The next day, during trivia, the residents got to enjoy the outcome of their field trip and baking efforts – fresh apple pie! The residents and staff of Wilkinson wish to thank the Sand Flats Orchard for their hospitality, and said they look forward to their next visit.



## Welcome New Members!

Thank you for making an investment in your business, and in our region, with Chamber membership.

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### Karpeles Manuscript Library Museum

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# Gloversville Karpeles Manuscript Library Grand Opening

The Karpeles Manuscript Library, located at 66 Kingsboro Avenue, Gloversville, held a grand opening event in late October with representatives from Karpeles, Fulton County, the City of Gloversville, and the Fulton Montgomery Chamber in attendance, along with members of the public.

Founded in 1983 by California residents Dr. David and Marsha Karpeles, The Karpeles Manuscript Library Museum is the largest private collection of important manuscripts and artifacts in the world.

The organization holds over 1 million items in their collection, which is housed across 15 historic buildings in the United States.

The Gloversville Karpeles Museum will feature a permanent Baseball manuscript and artifact exhibit including early baseballs and application letters to the National League of Professional Baseball Clubs. On rotation will be four pages from the Gutenberg Bible Circa 1455, The Birth of New York letter, John Hancock's cover letter to the Declaration of Independence, and pieces of sandstone walls from a building in ancient Egypt with relief carvings.

The Karpeles Museum is open from 1 to 4 p.m. daily, and by appointment. Admission is free and open to the public. For additional information visit the Karpeles Museum Gloversville Facebook page or call (518) 752-4596.



John Hancock's cover letter to the Declaration of Independence.



Visitors celebrate the Karpeles Manuscript Library Grand Opening in Gloversville. The museum is open to the public free of charge, daily and by appointment.

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## Gloversville Economic Development Corporation

For more information, contact the Fulton Montgomery Regional Chamber of Commerce, at **(518) 725-0641**.



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## Tourism News



**Gina DaBiere-Gibbs**  
Director of Tourism  
tourism@fultonmontgomeryny.org

### Fulton County Restaurant Week Set for March

The Fulton County Tourism department announces the new Fulton County Restaurant Week, March 7-13, 2020. The tourism department is asking restaurants located in Fulton County who are interested in the restaurant week to fill out a participation form.

The Fulton County Tourism department will mar-

ket this event with a multi-media plan including print, digital, and social media platforms and 44lakes.com. A Facebook event will be created in December for initial promotion; as restaurants return the participation forms, they will be added to the event page. Menu information should be supplied in January to maximize exposure of participation in this new event.

With the variety of restaurants located in Fulton County, the program is built to be as inclusive as possible and successful for all. Menus should be built around offering three-course dinners featuring an appetizer, entrée, and dessert for \$25 not including tax and gratuity. Participants may also offer lunch specials for \$10 not including tax and gratuity.

It is understood that restaurants may be offering meals for reduced pricing; the goal is to make that up in volume. Here are some tips when planning participation:

Create a menu that helps you reach your goal – ensure the restaurant week menu rep-

resents your restaurant

Give customers more than they expect – increase loyalty and drive repeat business

Appeal to different target audiences – offer vegetarian, vegan, gluten and allergen-free options; a wide variety of proteins; appeal to multi-generations and demographics

Engage on social media – help spread the word; if possible make a “teaser” video to share

Train staff on all promotions

For a participation form please contact the tourism department at (518) 725-0641 or tourism@fultonmontgomeryny.org. Forms should be returned to the Fulton County Tourism department by Monday, December 2, 2019. Via Mail: 2 North Main Street, Gloversville, NY 12078; Via Email: tourism@fultonmontgomeryny.org; Via Fax: (518)725-0643.

### TravelStorys App Offers Local Stories to Cyclists, Walkers

The Montgomery County Tourism department, in partnership with economic development and the Department of History and Archives, announce new TravelStorys audio tour that allows listeners to hear the historic stories of Montgomery County while traveling the Erie Canalway Trail throughout the county.

The Cycling the Erie Canal: A Path Through History audio tour is available through the free TravelStorys app (available for download on smartphones). TravelStorys brings the little-known stories about the land to life, and by using GPS technology, stories on the tours automatically play as lis-

teners pass through each site.

The Cycling the Erie Canal tour follows the scenic Erie Canalway Trail/Empire State Trail from St. Johnsville to Amsterdam (in either direction). As cyclists travel the trail, they're serenaded with stories of the history, landscape, culture, and attractions of Montgomery County. Narrated by Bob Cudmore, the historic stories were compiled and edited by Montgomery County Historian, Kelly Yacobucci Farquhar. The 35 stories tell about Montgomery County's past and how they shaped the future – spanning from native and colonial times through the Revolutionary War to the Underground Railroad and the Industrial Revolution to present day. The stories tell about

**See Tourism,  
on page 15**



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## Chamber Members Can Promote Business, Events on Local Radio

Chamber members interested in some valuable marketing at no cost, can join Fulton Montgomery Regional Chamber of Commerce President Mark Kilmer on two radio shows each month on local stations.

Kilmer hosts 15-minute shows on both Gloversville/Johnstown's AM 1340 WENT, as well as AM WVTL 104.7 in Amsterdam, and offers an open invitation for Chamber Member owners or representatives to join him to talk about new business offerings, events, or just to get the word out to new po-

tential customers about the particular organization's products and services.

The WENT show is the last Friday of the month at 9:30 a.m.; and the WVTL show is the third Tuesday of the month at 9 a.m. Before the show, Kilmer requests that his radio guests help come up with 10-12 questions about the business or topic to help the on-air conversation along.

Anyone interested in being on the radio show should contact Kilmer at the Chamber, (518) 725-0641.



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## Chamber Member Anniversaries

The following businesses realize the value of their Chamber investment and have renewed their membership in the month of November of this year. Please note these member businesses and the year they joined! Thank you to all our renewing Chamber members:

### Less than 5 Years

Krutz Properties .....	2018
Gloversville Postmaster - Marie Buck .....	2018
Ashley HomeStore Select .....	2017
Loopie's Irish Pub .....	2016
Van Horne Properties .....	2016
National Shrine of Saint Kateri Tekakwitha .....	2016
Shorty's Southside .....	2015

### 5 to 9 Years

Glover Insurance Agency .....	2014
Heritage Meadows Farm Bed & Breakfast .....	2012
Puro Construction Company, Inc. ....	2012
Antonucci's Auto Repair, Inc. ....	2011
Schine Memorial Hall, L.L.C. ....	2011

### 10 to 19 Years

Sacandaga Protection Committee .....	2009
Cotugno Dental Associates .....	2008
Senator George A. Amedore, Jr. ....	2008
Bowman's Market .....	2008
Adirondack Express Lube .....	2008
Hill & Markes, Inc. ....	2008

### 10 to 19 Years continued

National Jukebox Exchange, Inc. ....	2008
Donald R. Williams .....	2008
Tamara L. Dunlap, D.D.S. ....	2007
Spirits of the Adirondacks .....	2007
Holy Trinity Parish .....	2006
Benchmark Printing .....	2006
Purtell Realty, Inc.- Century 21 .....	2005
Powerhouse Motor Sports .....	2003
Northampton Animal Hospital .....	2001
Greenscapes .....	2000
Hardies Electric Services Co., Inc. ....	2000
Hudson River Tractor Company, L.L.C. ...	2000

### 20 Years or More

Don's Electric & Plumbing .....	1998
The Recorder .....	1998
American Legion Post 701 .....	1998
Arnold's Feed & Grain Service, Inc. ....	1998
Capital District Physicians' Health Plan ..	1995
Maiden and Smith .....	1988
Antonucci Wholesale Produce & Seafood, Inc. ....	1988
Murphy, Niles & Greco, Esqs. ....	1988
Kasson & Keller, Inc. ....	1976
Simco Leather Corp., Inc. ....	1976
Letter Memorial Co. ....	1974
Peck's Lake Enterprises, Inc. ....	1974
McDonald's, Inc. - Johnstown .....	1972

## Tourism, continued from page 14

nature, transportation, industry, and the people that helped form Montgomery County.

While the Cycling the Erie Canal stories are timed for cyclists, pedestrians utilizing the trail can enjoy the stories as well. Once the app is downloaded, each story will automatically play after entering the story's radius. Each story

is told in a manner that traveling the trail from east to west or west to east will not affect the storytelling experience.

The Montgomery County TravelStorys Audio Tour invites visitors to interact with the region in a deeper way, and to experience the Erie Canalway Trail in a new way. To download TravelStorys

and take the tour, visit Google Play or the Apple Store. To learn more about the tour visit the Montgomery County Tourism website at [visitmontgomerycountyny.com/blog](http://visitmontgomerycountyny.com/blog).

Funding for the Cycling the Erie Canal: A Path Through History audio tour was made possible by the Erie Canalway National Heritage Corridor and Montgomery County's I LOVE NY matching funds program.



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## Chamber Member Events

### Friday, Nov. 1 to Dec. 29, 2019

The Art of New York: Annual Juried Art Show is open to the public in the Regional Art Galleries of the Arkell Museum and Canajoharie Library.

Juror James Coe, landscape painter, wildlife artist, author and illustrator selected 41 pieces submitted by artists who live in New York State. Included in the show are traditional and contemporary paintings in oil, acrylic, pastel, and watercolor, film and infrared photography, paper weaving and borosilicate glass sculpture.

A free public Reception and Awards Ceremony will be held on Friday, December 6 from 5-7 p.m. The show is sponsored by Blick Art Materials and Golden Artist Colors, Inc. and is on view through December 29th.

Free admission to the Regional Art Galleries, Museum admission free for members and children under



**Dianne M. Kull, Cooperstown, NY, "...and with content to your heart." Pastel/mixed media.**



**Ken Ratner, New York, NY, "Doormen Gesturing." Photograph-silver gelatin print.**

11; \$9 adults, \$6.50 seniors & students. The Museum, Regional Art Galleries, and Library are open Tues - Fri, 10 a.m. to 5 p.m.; Sat & Sun, Noon - 5 p.m. The Regional Art Galleries and Library remain open until 7:30 p.m. on Wednesdays. The Arkell Museum and the Canajoharie Library are located at 2 Erie

Boulevard. The building has off street parking and is wheelchair accessible.

For more information, phone: (518) 673-2314 or visit [arkellmuseum.org/regional-art-call-for-entries](http://arkellmuseum.org/regional-art-call-for-entries).

### Tuesdays in November, 2019

Schoharie Crossing State Historic Site in Fort Hunter will conduct its fifth annual Tuesday Talk series to recognize New York State History Month this November.

Each week a speaker will present on regional or New York State history. All presentations are free and open to the public. They will begin at 6:30 p.m. in the Enders House adjacent to the Schoharie Crossing Visitor Center, 129 Schoharie Street. Refreshments will be provided and donations are always appreciated.

Historian Scott Haefner will discuss Transportation in the Mohawk Valley on November 12. This presentation will explore the significance of the river valley in developing transportation to the West and covers the Bateaux era in the 18th century through Turnpikes, Canals and Railroads. Haefner is a registered historian and is the site manager of Old Fort Johnson, operated by the Montgomery County Historical Society.

On Nov. 19, Laurie Kozakiewicz Ph.D., a lecturer in the Department of History, University at Albany, SUNY, will discuss the 1873 trial of Susan B. Anthony. The suffragette was charged for having cast a ballot in the presidential election of 1872 and in doing so she seemingly violated both federal law and the NYS Constitution. Suffragists had been stunned and angered at women's exclusion from the 15th Amendment which in 1870 had given freed black men the vote. This trial represents Anthony's strategy to test what she hoped would be the new winning argument: that the 14th Amendment's creation of national citizenship had given women the right to

vote. Her task was to get the court to agree. Our purpose in revisiting the trial is to get a better sense of the challenge's suffragists faced in the late 19th century as they struggled to win the vote.

The last Tuesday Talk of the series will be on Nov. 26, with a presentation by Anne Clothier who will present a workshop lecture about identifying 19th century photography methods called "Looking History in the Eye." Photography was an emerging and changing new technology as well as art form in the 19th century. Discover tips on identifying images captured during this era as well as learn about some of the methods used to create lasting photographs. Clothier is a history educator from the Saratoga County region. Her particular interests include women's history, textiles, medical history, and the history of photography.

November was designated as New York State History Month by the New York State Legislature in 1997.

For information please call the Visitor Center at (518) 829-7516, email [SchoharieCrossing@parks.ny.gov](mailto:SchoharieCrossing@parks.ny.gov), or visit the Facebook page.

### Sunday, Nov. 17, 2019

The Sacandaga Valley Arts Network will bring back the acclaimed folk duo, Sparky & Rhonda Rucker, on Nov. 17 at 3 p.m. at the Bill Coffey Studio, at 322 N. Third St., Northville.



**Sparky & Rhonda**

Sparky & Rhonda have been performing their engaging combination of folk music and storytelling from the American folk tradition all over the US and overseas. Sparky & Rhonda will also be holding a SVAN-sponsored educational presentation at Northville Central School on Monday, November 18.

Tickets for the Sunday performance are \$12 (\$10 for SVAN members). For reservations, call (518) 863-8047.

### Monday Evenings – Ongoing, 2019

A Family Support Group for family members of those suffering from behavioral health issues is available every Monday evening from 4:30 - 6 p.m. on the third floor of St. Mary's Hospital, Group Room C, located at 427 Guy Park Ave., Amsterdam.

Family support groups are designed to provide meaningful support and assistance to family members with a goal to empower family members to develop strategies to cope and effectively advocate for their loved one.

Left untreated, behavioral health conditions may produce a crisis that could result in a brief awareness of the need to get help. At these moments, acceptance of help is more likely. Family members should be prepared to move quickly when a crisis occurs by seeing a counselor, consulting with your Employee Assistance Program (EAP) or by joining a support group.

Participants will gain first-hand knowledge about mental illness, treatment options and the recovery process. We provide practical problem-solving techniques and guidance in navigating the mental health system. Learn about the effects of stigma, non-compliance issues, complications of substance abuse, HIPAA Regulations, court-ordered treatment and other issues and concerns. For more information or to register, call Sue at (518) 841-7360. Light refreshments will be served.



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# Upcoming Chamber Events

Be sure to check out our website for more details and updates at [www.fultonmontgomeryny.org](http://www.fultonmontgomeryny.org)

## Thursday, Nov. 7, 2019

HFM PTECH sophomores will display their innovative ideas to solve current problems surrounding food or to better understand how similar problems have been solved in the past. Members of the community are invited, especially those who work in food and agriculture industries.- Thursday, Nov. 7, 2019 from 9:30 - 11:30 a.m at HFM PTECH, 305 Jansen Ave, Johnstown.

## Thursday, Nov. 7, 2019

Join the Chamber at its Notary Public Workshop at the Chamber offices, 2 N. Main St., Gloversville, from 1-4 p.m. on Thursday, Nov. 7. Prepaid admission is \$65, or \$70 at the door.

This workshop prepares attendees for the New York State Notary Public test and provides a comprehensive view of the Notary Public office. Confusing laws, concepts, and procedures will be clearly explained and clarified. Examples will be provided to illuminate situations that a Notary Public officer is likely to encounter. Topics include avoiding conflicts of interest, maintaining professional ethics, charging proper fees, handling special situations, when to defer to an attorney, and minimizing legal liability. This workshop is a must for Notary Public candidates to become fully aware of the authority, duties and responsibilities involved in this office. All materials will be provided including website links to NYS Department of State licensing information, booklets, and forms.

Also featured is an 80-question Practice Exam which attempts to emulate the actual NYS Mandatory exam. The course will be taught by Victor Byjanow, CIC, who has been a practicing Notary Public and Notary Signing Agent for over 25 years, will instruct the class.

For registration, please contact the Chamber, at (518) 725-0641.

## Thursday, Nov. 14, 2019

Join the Fulton Montgomery Regional Chamber for a chance to hear first-hand from your state legislators, Senator James Tedisco, Assemblyman Robert Smullen and Chief of Staff to Senator George Amedore, on issues and initiatives for 2019 and beyond. This is an opportunity to meet decision-makers face-to-face and gain insight into their viewpoints on the issues affecting business today. The event will begin at 7:30 a.m. with registration and 8 a.m. breakfast at Hales Mills Country Club, 146 Steele Road,

Johnstown. Admission is \$25 for members and \$30 for future members. For more information contact Nicole Tennant, [info@fultonmontgomeryny.org](mailto:info@fultonmontgomeryny.org).

## Wednesday, Dec. 11, 2019

HFM PTECH freshmen will display their innovative creations for helping those with physical limitations to live life and participate in activities to the fullest. The public is invited to attend at the Paul Nigra Center, 2736 NY-30, Gloversville, on Wednesday, Dec. 11, 2019 from 9:30 - 11:30 a.m.

## VA Office Location More Convenient



Montgomery County Executive Matthew L. Ossenfort, left, and Veterans' Service Officer Randy Weaver cut the ribbon for the grand opening of the relocated Veterans Service Agency Office at 64 Broadway in Fonda. Officials said, "Relocating the Veterans Service Agency Office has improved the accessibility for veterans. Not only are there no steps to enter the building at this location, veterans have designated purple parking spaces to use during their visit." The new office location is in the same building and in close proximity to the Department of Motor Vehicles and the County Clerk, to make it convenient for veterans if they have other business to attend to, or do not wish to make multiple trips.

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## Business Education Partnership News



**Nicole Walrath**  
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Workforce Development  
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**Jenna Patterson**  
Business and Education  
Partnership Coordinator  
jennap@fultonmontgomeryny.org

### HFM PTEC



**TOPLEFT:** Sophomores at HFM PTEC participated in their first “Professional Skills 101” mentoring seminar. Students worked with business professionals on various skills needed for writing and developing resumes. Thank you to Bob Secreti and Megan Mock of GLOBALFOUNDRIES, Blaine Harvey of Mohawk Fabric, Caleb Brown of Anderson-Negele and Shawn Czadzeck of Townsend Leather.

**BOTTOM LEFT:** HFM PTEC sophomores recently toured the Beech-Nut facility in Amsterdam. Students learned a lot about the process and, of course, enjoyed tasting different baby foods!



### Foothills PTECH

Students at Foothills PTECH created “kindness rocks” as part of a character-based project. The students walked around Johnstown placing them in various places including the courtyard of the Wells Nursing Home. While doing this, they also spent time visiting with the residents and day-program participants.



### Ag PTECH



In October, freshmen at Ag PTECH presented their first project, “Ag in the Tri County” to a panel of judges. Ag in the Tri County helped students explore agriculture in Fulton, Hamilton and Montgomery counties and the effects that it has on our culture. Thank you

to Jake Hart of Fulton County Soil and Water Conservation District, Jason Hilliard of NYS Department of Environmental Conservation, Mark Hand of Simple Coop Organics LLC, and Nicole Walrath of the Fulton Montgomery Regional Chamber of Commerce.

**AT LEFT:** Last month sophomores at Ag PTECH went on a workplace tour to the Farmers’ Museum in Cooperstown. Students participated in workshops consisting of textiles, marbling, medicines and remedies. This workplace tour corresponded with the sophomores “Ag is Timeless” project which required students to explore the evolution of Agriculture throughout history.



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## Business Education Partnership News

# Attitude Makes the Difference For Workplace Success

By Craig Clark

Communication Specialist at  
HFM BOCES

It takes more than technical skills to be successful in the workforce, a local employer recently told students at the HFM Career and Technical Center.

Representatives from Alpin Haus reinforced the message when they visited local high school juniors and seniors in CTE in October.

“Energy, attitude, motivation, teamwork. No matter where you work, you’re going to have to bring that,” said Tom Morin, director of employee development at Alpin Haus.

Morin, together with Alpin Haus recruiter Maggie Miller and Service Department trainer Erich Kress, talked with HFM students in the center’s Automotive Technology, Auto Body Repair, Construction Technology; and the Skilled Trades: Electrical, HVAC, and Plumbing programs. They spoke about the career paths available at Alpin Haus’ five locations and many departments working with RVs, boats, pools, snowmobiles and more. Technicians skilled in



the plumbing, electrical, carpentry, heating, ventilation and air conditioning fields are in demand at the company.

“The thing I love about being a technician is that it’s challenging every day. I’ve never been bored,” Kress told the students, recounting his career path at Alpin Haus, which started with a job as a ski salesperson after college. Through hard work, that job blossomed into a career leading him through positions as a pool laborer, RV service writer, shop foreman, service and parts manager and now the RV technical trainer.

The visit by the Alpin Haus representatives gave the CTC students the opportunity to learn and ask questions about different career fields, internship possibilities and employment opportunities.

Since February of this year, 2,177 people have applied for jobs at Alpin Haus, the company said. Attitude and the willingness to be coached are qualities they look for in candidates. The company currently employs approximately 285 employees.

“In addition to technical skills in their chosen career



field, we also strive to teach students the personal attributes and interpersonal skills that employers require,” HFM Career and Technical Director Jay A. DeTraglia said. “Our partnerships with local employers help us teach those important skills.”

Alpin Haus Service Technician Lance Honeybill showed CTE students how work is tracked during a workplace tour. Students from four CTE

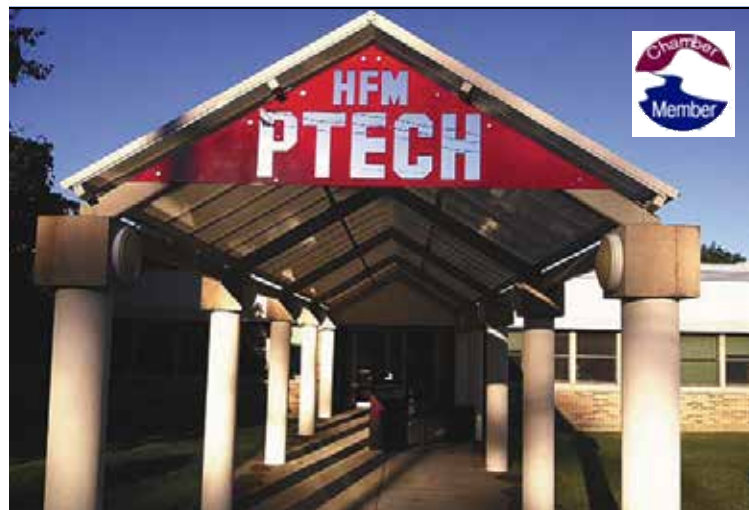
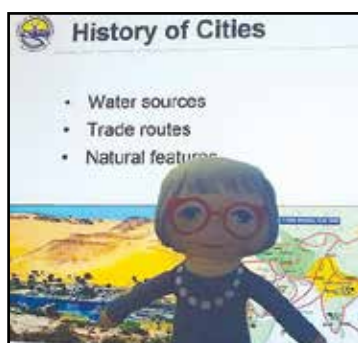
programs, Auto Body Repair; Auto Technology; Construction Technology; and Skilled Trades: Electrical, HVAC & Plumbing, toured the RV Sales and Service Department and offices in October.

Family owned, the Amsterdam-based Alpin Haus has been selling and servicing outdoor recreational vehicles and equipment for more than 50 years.

## Amsterdam College and Careers PTECH & Pathways



Freshmen in Amsterdam High School’s College and Career PTECH Pathways program had the pleasure of listening to both the City of Amsterdam’s Community & Economic Development Director, Amanda Bearcroft, and Montgomery County Emergency Services Director, Rick Sager. Guests talked about ways to prepare for an emergency, characteristics of civilization (specifically the City of Amsterdam) and the reason why the city was developed in the way it was, and what changes have been made over time.



**Are you interested in working with students who will embrace the essential business skills and who will be trained educated employees for the future?**

Well, PTECH is the new future! PTECH is a technologically based early college high school that allows students to gain real-world, project based experiences through partnering businesses in your community.

We are currently looking for mentors who will be willing to communicate online with students weekly. Interested in becoming a partnering business?

Contact Nicole Walrath at  
(518) 725-0641 or [nicolew@fultonmontgomeryny.org](mailto:nicolew@fultonmontgomeryny.org)  
for more information.





## Membership News



**James Hannahs**

Membership Coordinator

Membership@fultonmontgomeryny.org

518-725-0641

### Buy/Sell Local on Small Business Saturday 2019

American Express's annual Small Business Saturday is upon us once again. On Saturday, November 30, shoppers are encouraged to patronize small, independently owned businesses.

Many store owners, restaurateurs, and other business owners have deployed strategically focused marketing campaigns in order to entice more customers. Here are a few tips business owners, and shoppers alike, can use in tandem to share a successful Small Business Saturday:

#### Business Owners:

— *Offer special deals and pricing* – Enhancing the purchasing power of consumers is never a bad idea, as long as you still make your margin.

— *Personalize customer shopping experiences* – tailored customer-service efforts will leave a lasting impression on those possible first-time shoppers.

— *Sell locally-sourced products* – Small Business Saturday is all about keeping money in communities.



Products sourced and sold in our region not only market our area's bounties, but can also help offset our municipality/township expenses.

— *Take advantage of SBS SWAG* – Throughout the month of November, I will be traveling around the region handing out bags, posters, buttons, flags, and more to ten different businesses. These marketing tools help remind shoppers to patronize small businesses and continue to shop locally beyond November 30th. Contact the Chamber if you would like to utilize some of these marketing tools.

— *Reinvest gained dollars* – those monies that are spent locally in your establishment will help offset a plethora of

costs. If you can, spend the new revenue locally and multiply that cost-savings benefit even further.

#### Shoppers:

— *Plan your day accordingly* – Make a list of what you want and need for the upcoming holidays and scan our area. If you can find a small shop, even outside of our region, prioritize those before heading to big box stores. Be ready to travel if need-be.

— *Buy more than just gifts* – instead of focusing on deals you could be getting on a loved one's present for the holidays, think about independent shops that offer everyday necessities. Try stopping by Mohawk Harvest for groceries or Geesler's in Fort Plain for any hardware needs.

— *Be courteous and patient* – this is the largest shopping day of the year for many mom-and-pop businesses. Heavy traffic and commerce can cause bottlenecks that larger business have enough human and financial capital available to curb these issues.

### Mackey, Pasquarelli Join Forces



Virginia Mackey and Junell Pasquarelli (center) with FM Chamber President Mark Kilmer cut the ribbon to the new Junell Realty office on Fulton Street in Gloversville with their team of experienced realtors, friends, and supporters behind them. Virginia Mackey Real Estate Services, LLC has merged with Junell Realty and still occupies the space at 226 East Fulton Street.

### Chamber Members Network at Capstone Event



Chamber members, business professionals, and staff from the Capstone Center for Rehabilitation and Nursing gathered at a Business After Hours evening of networking, food, and libation in October.

### MedSpa Amsterdam Grand Re-Opening

MedSpa Amsterdam staff and founder, Dr. Sean Ryan, welcomed Chamber representatives, business supporters, and community leaders to learn more about their offerings, at a ribbon-cutting ceremony in October.

MedSpa's beautiful new location in the Clock Tower of Amsterdam provides the serenity needed to disengage from the daily grind, and practice some self-care. MedSpa offers everything from signature massages and facials, to chem peels and more.

We'd like to wish Dr. Ryan and his team a smooth, clear, and stress-free future!



L-R: FM Chamber Ambassador Jenny Rulison-Fisch; Aesthetician Abigail Clark; Aesthetician Jennifer Dworakowski; Massage Therapist Sharon Nare; Yvonne Ryan; Client Service Manager Kassidy Posso; FM Chamber President Mark Kilmer; and MedSpa Amsterdam founder Dr. Sean Ryan, MD pose for a picture during the MedSpa Grand Re-Opening in October.

### Snyder's Convenient Corner Is Open and Welcoming

Snyder's Convenient Corner, located at 60 Elmwood Ave. in Gloversville, features choice meats, a full deli, craft and regular beer selections, groceries, along with items including seasoned firewood, tobacco, and lotto. You won't leave the store empty handed. Open Mon -Thu 9 a.m. - 9 p.m. and Fri - Sat until 10 p.m.

We wish the Snyder family a bright future in their business!



Kim and Kelly Snyder, along with their son Drew joined Chamber staff as we officially welcomed them into our membership.



The Deli Counter at Snyder's Convenient Corner is full and waiting for hungry customers to stop in.